

2 | MY ACCOUNT & ALLSTATE MOBILE APP

When customers create an online account, they can access and manage their policy easily using My Account and Allstate Mobile App. On this page you will explore the different features and capabilities customers can use every day.



EXPLORE

My Account and the Allstate Mobile App put many capabilities into the hands of the customer. Take time to familiarize yourself with what customers can do with My Account and the Allstate Mobile App. To help you start exploring, here are some quick steps you can follow:

- 1. Print and save this worksheet for your future reference.
- 2. Use these steps to find information on how customers can manage their account:
 - a. On Allstate.com, click "Customer Support" at the bottom of the page
 - b. Explore the various sections on the left-hand menu to see the many references to My Account and the Allstate Mobile app.
- 3. Use these steps to learn about the various tools and resources available on Allstate.com:
 - a. On Allstate.com, click "Claims" at the top of the page to reveal additional links
 - b. Click "Overview" to open the Allstate Insurance Claims page
 - c. On the left-hand menu, click the **plus signs ("+")** to reveal additional links under each section

As you explore, can you identify what is available on My Account vs. the Allstate Mobile app? (Put a "Yes" in the appropriate column below as you identify how customers access each capability.)

Feature & Functionality		My Account	Allstate Mobile app
1	Get ID Card		
2	Pay bill		
3	View policy documents		
4	Manage contact information		
5	Find agency information		
6	Digital ID cards*		
7	Manage claims		
8	QuickFoto Claim ^(SM)		
9	Drivewise		
10	Good Hands Rescue ^(SM)		
11	ePolicy		
12	Preference Management		
13	Parking Reminder		
14	Gas Finder		
15	eBill		
16	ePayments		

^{*}Not available in every state





Use the table below to briefly describe how a customer can benefit from having access to the capabilities available on My Account and/or the Allstate Mobile app.

Feature & Functionality		How can a customer benefit?
1	Get ID Card	
2	Pay bill	
3	View policy documents	
4	Manage contact information	
5	Find agency information	
6	Digital ID cards*	
7	Manage claims	
8	QuickFoto Claim ^(SM)	
9	Drivewise	
10	Good Hands Rescue ^(SM)	
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